

TABLE OF CONTENT

CHAPTER	CONTENT	PAGE
	DECLARATION	ii
	ACKNOWLEDGEMENT	iii
	ABSTRACT	iv
	ABSTRAK	v
	TABLE OF CONTENT	vi
	LIST OF TABLES	xi
	LIST OF FIGURES	xii
	LIST OF APPENDICES	xiii
1	INTRODUCTION	
	1.1 Introduction	1
	1.2 Problem Background	3
	1.3 Problem Statement	7
	1.4 Project Objectives	8
	1.5 Project Scope	9
	1.6 The Project Importance	9
	1.7 Conclusion	10

2

LITERATURE REVIEW

2.1	Introduction	11
2.2	Defining Process	12
2.2.1	Process	14
2.2.2	Output	15
2.2.3	Outcome	17
2.3	Customer	18
2.3.1	Meaning of Customer	18
2.3.2	Customer Loyalty	19
2.3.3	Customer Value	20
	2.3.3.1 The Service Triangle	21
	2.3.3.2 Customer Value Package	22
2.4	Definition of Service Quality and Customer Satisfaction	24
2.4.1	The differences between Service Quality and Customer Satisfaction	25
2.4.2	Understanding the components of customer satisfaction	26
2.5	Service Quality	27
2.5.1	Definition	27
2.5.2	Customer's evaluate criteria for services	29
2.5.3	Service Quality Model	32
2.6	Website Quality	35
2.7	SERVQUAL	46
2.7.1	Developing a Customized Questionnaire	49
2.8	Internet Technology	50
2.9	Examples of Bioinformatics Information Sources And Tools	51
2.10	Protein Structure Prediction	53
2.11	Biologists	57
2.11.1	Job Description	57
2.11.2	Work Environment	57
2.11.3	Training	58

2.12	Bioinformatics	59
2.13	Work process of protein structure prediction	60
2.14	Website	64
2.15	Website Design	65
2.16	Conclusion	67

3

RESEARCH METHODOLOGY

3.1	Introduction	68
3.2	Project Methodology	69
3.2.1	Literature Review	71
3.2.2	Formulate Background Problem	71
3.2.3	Preliminary Study	72
3.2.4	Develop Conceptual Framework	72
3.2.5	Data Collection	72
3.2.6	Analyze Data	73
3.2.7	Recommendation for service quality website design	73
3.2.8	Formulate Organizational Strategy	74
3.2.9	Report Writing	74
3.3	Project Work Plan	74
3.4	Case Study Approach	75
3.5	Purpose of Research and Justification	76
3.6	Research Approach and Justification	77
3.6.1	Qualitative Approach	78
3.6.2	Quantitative Approach	79
3.6.2.1	SPSS software	80
3.6.2.2	Windows	80
3.6.2.3	Advantages of SPSS software	81
3.6.2.4	Mean, Mode and Percentage (Summary)	81
3.7	Data Collection Method	84
3.7.1	Interview	85

3.7.2	Steps in setting up an interview	86
3.7.3	Types of interview and Justification	88
3.8	Data Analysis	89
3.8.1	The steps involve in “Coding” process	89
3.8.2	The steps involve in using SPSS software	93
3.9	Conceptul Framework	94
3.10	Conclusion	96

4

DATA COLLECTION

4.1	Introduction	97
4.2	Questionnaire and interview design	98
4.3	Summary of interviews	98
4.4	Summary of data collected from questionnaire	105
4.5	Conclusion	111

5

DATA ANALYSIS

5.1	Introduction	112
5.2	Questionnaire analysis	113
5.3	Interview analysis	125
5.4	Analysis from literature	128
5.5	Conclusion	128

6

PROPOSED PORTAL DESIGN

6.1	Introduction	129
6.2	Service Quality components	130
6.3	Organizational strategy	135
6.3.1	Introduction	135
6.3.2	Portal implementation	136
6.4	Conclusion	139

7**DISCUSSION AND CONCLUSION**

7.1	Introduction	140
7.2	Achievement	140
7.3	Obstacles and challenges	147
7.4	Hopes and expectations	148
7.5	Future work	149
7.6	Conclusion	149

REFERENCES	150 - 155
-------------------	-----------

APPENDICES	A - D	156 - 166
-------------------	--------------	-----------

LIST OF TABLES

TABLE NO.	TITLE	PAGE
2.1	Performance Measurement Framework	14
2.2	The Distinction between Customer Satisfaction and Service Quality	25
2.3	Determinants of Service Quality	30
2.4	A review of the dimensions of e-service quality	37
2.5	Application of the Kano Model to Website Design	65
3.1	Differences between qualitative and quantitative	83
5.1	Classification for mean	113
6.1	The improvement of the bioinformatics website	130

LIST OF FIGURES

FIGURE NO.	TITLE	PAGE
2.1	Diagram of process	15
2.2	Diagram of output	16
2.3	Diagram of outcome	17
2.4	The Service Triangle	21
2.5	Service Quality Model	34
2.6	Levels of protein structure	54
2.7	Work process of predicting the structure of protein	55
2.8	Developing a Promoter Model	61
2.9	HTA diagram of the task of identifying and characterizing novel NT proteins in parasitic protozoa	63
3.1	Operational Framework of Research Activities	70
3.2	Conceptual Framework	95
4.1	The work process of protein structure prediction	100
5.1	Name of bioinformatics website that you use.	114
5.2	Name of bioinformatics websites besides Blast and Pdb.	115
5.3	How did you know this website?	116
5.4	How many times do you access the website in a week?	117
6.1	Portal implementation steps	136

LIST OF APPENDICES

APPENDIX	TITLE	PAGE
A	Questionnaires: The Usage of Bioinformatics	
	Websites	156
B	Interview question	160
C	Gantt Chart for Project 1	163
D	Gantt Chart for Project 2	165